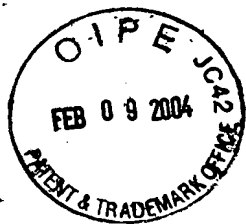


PATENT

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Docket No. RSW920000026US1

**EXPEDITED PROCESSING -
RESPONSE TO FINAL REJECTION**



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

INVENTORS:

Carl T. Anderson, Gregory F. Bush,
Michael Faoro, Susan E. Kahler, Alberta Lee,
Janet L. Leskovec, Susan E. Liles,
Lynn Percival and Keith A. Wells

APPLICATION NO.

09/592,387

FILED:

June 12, 2000

CASE NO.

RSW920000026US1

Examiner: T. Chuong
Group Art Unit: 2174

TITLE:

USER ASSISTANCE SYSTEM

CERTIFICATE OF MAILING

I hereby certify that this correspondence, along with any paper indicated as being enclosed, are being deposited with the United States Postal Service as first-class mail, postage prepaid, in an envelope addressed to: Commissioner for Patents, MAIL STOP AF, P.O. Box 1450, Alexandria, VA 22313-1450, on February 5, 2004.

February 5, 2004
Date

Lynn M. White
Lynn M. White

Commissioner of Patents
MAIL STOP AF
P.O. Box 1450
Alexandria, VA 22313-1450

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FEB 12 2004

Technology Center 2100

**REPLY AND AMENDMENT UNDER 37 C.F.R. §1.116
TO EXAMINER'S FINAL ACTION MAILED NOVEMBER 5, 2003**

Sir:

This is in response to the final Office Action mailed November 5, 2003, having a period for response set to expire on February 5, 2004. The following amendments and remarks are respectfully submitted.

Amendments to the claims begin on page 2 of this paper. Remarks begin on page 7 of this paper.

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DO NOT ENTER
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